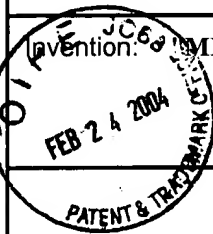
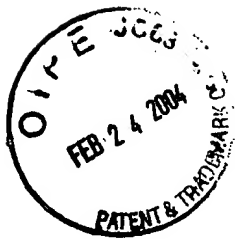


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<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>				Docket No. <b>1732(42059-01170)</b>	
Applicant(s): <b>RUPE, ET AL.</b>					
Serial No. <b>09/923,984</b>	Filing Date <b>AUGUST 7, 2001</b>	Examiner <b>KAREN L. LE</b>		Group Art Unit <b>2642</b>	
<div style="display: flex; justify-content: space-between;"> <div style="width: 15%;">  </div> <div style="width: 85%;"> <b>METHOD AND SYSTEM FOR CALL QUEUING AND CUSTOMER APPLICATION INTERACTION"</b> </div> </div>					
<u>TO THE COMMISSIONER FOR PATENTS:</u>				<b>RECEIVED</b>  <b>FEB 27 2004</b>  <b>Technology Center 2600</b>	
Transmitted herewith is an amendment in the above-identified application.					
The fee has been calculated and is transmitted as shown below.					
<b>CLAIMS AS AMENDED</b>					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	9 -	20 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	2 -	3 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>					<b>\$0.00</b>
<div style="display: flex;"> <div style="flex: 1;"> <input checked="" type="checkbox"/> No additional fee is required for amendment.  <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____  <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed.  <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. <b>50-1419</b>  <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16.  <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.         </div> <div style="flex: 1; text-align: right; padding-top: 20px;"> <p><b>Dated: FEBRUARY 18, 2004</b></p> </div> </div>					
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">   <b>Signature</b>   <b>ROBERT G. CROUCH</b>  <b>REGISTRATION NO. 34,806</b>  <b>MARSH FISCHMANN &amp; BREYFOGLE LLP</b>  <b>3151 S. VAUGHN WAY #411</b>  <b>AURORA, COLORADO 80014</b>  <b>720-562-5506</b> </div> <div style="width: 50%; border: 1px solid black; padding: 5px;"> <p>I certify that this document and fee is being deposited on <b>FEB. 18, 2004</b> with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.</p> <div style="text-align: center;">   <b>Signature of Person Mailing Correspondence</b> </div> <div style="text-align: center; margin-top: 10px;"> <b>TERRI BELICH</b>  <b>Typed or Printed Name of Person Mailing Correspondence</b> </div> </div> </div>					
CC:					



PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

RUPE et al.

Serial No.: 09/923,984

Filed: August 7, 2001

Atty. File No.: 1732 (42059-01170)

Confirmation No.: 3566

For: "METHOD AND SYSTEM FOR CALL  
QUEUEING AND CUSTOMER  
APPLICATION INTERACTION"

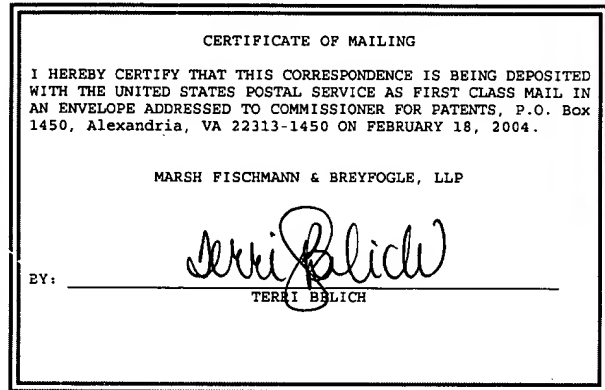
) Group Art Unit: 2642

) Examiner: Le, Karen L.

) AFTER FINAL Technology Center 2600

RECEIVED

FEB 27 2004



AMENDMENT AND RESPONSE TO FINAL OFFICE ACTION

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450  
Mail Stop: AF

Dear Sir:

Applicant submits this Amendment and Response to address the Office Action having a mailing date of January 2, 2004. Based on the amendments and remarks presented below, reconsideration and further examination are requested.

Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1419.

Please amend the above-identified patent application as follows:

Donot enter  
K.L.  
3/5/04